



open for discovery

RED DEER LIBRARY BOARD
6:30 p.m. Wednesday, April 27, 2016
Waskasoo-Kiwanis Meeting Room

AGENDA

Present:

Regrets:

Welcome & Chair's Remarks

Conflict of Interest Declaration

Approval of Consent Agenda

18. Approval of Agenda
19. Approval of Minutes of the Previous Meeting (March 30, 2016)
20. Report from the Planning & Finance Committee
 - a. Approval of Financial Statements of March 31, 2016
21. Report from the Personnel & Administration Committee
22. Friends of the Library report
23. Acceptance of the Managers' reports & Library statistics

Items for Decision

20. Planning and Finance Committee
21. Personnel and Administration Committee

Strategic Discussion and Board Development

Adjournment



open for discovery

RED DEER LIBRARY BOARD
5:30 p.m. Wednesday, March 30, 2016
Waskasoo-Kiwanis Meeting Room

MINUTES

Present: Councillor Tanya Handley, Christina Wilson (CEO), Verda Lee Gilchrist, Anita Thomas, Mark Waters, Lionel Lustgarten, Jim Taylor, Jackie Ammeter, Sylvia Bolkowy, Vanessa Gilbertson.

Regrets: Colleen Nederlof

Welcome & Chair's Remarks

Jim called the meeting to order at 5:30 pm.

Jim introduced the new Executive Assistant, Kim Lennie, and welcomed her to the library. Each of the Board members introduced themselves. Words of appreciation were expressed to Jannie Ypma as the retiring Executive Assistant.

Conflict of Interest Declaration

There were no conflicts of interest to declare.

MOTION: To accept the consent agenda as presented.
GILCHRIST / BOLKOWY / CARRIED

Approval of Consent Agenda

12. Approval of Agenda
13. Approval of Minutes of the Previous Meeting (February 24, 2016)
14. Report from the Planning & Finance Committee
 - a. Approval of Financial Statements of January 31, 2016
 - b. Approval of Financial Statements of February 29, 2016
 - c. Approval of the 2015 Auditor's Report
15. Report from the Personnel & Administration Committee
16. Friends of the Library report
17. Acceptance of the Managers' reports & Library statistics

Question raised by Jim in regards to large print resources statistics as to why usage seems to be declining. Christina's response is that not many publishers produce large print due to increases in technology so there is a lack of large print resources; however, statistics do increase when homebound readers take large print resources to care facilities.

Question about the Friends of the Library as to whether or not they have a good amount of interest from volunteers. Answered by Anita – there is a good amount of interest during the book sale but have found that only regular members come to the AGM and they have been contemplating how to increase interest.

Items for Decision

14. Planning and Finance Committee

Discussion: Now that the audit is done the January financial statements can be approved. Further clarification provided by Christina that now that the roof and the air conditioning have been repaired the amounts will even out. Mention that board will be reviewing the amounts stated in the Out of Scope Employee Agreement. Note of a typo in the Plan of Service document – page 24, point 1, should read “Be an Informed” (not Be and Informed). We can now approve the January 31, 2016 and February 29, 2016 financial statements.

MOTION: To approve the January 31, 2016 financial statements.
BOLKOWY / WATERS / CARRIED

MOTION: To approve the February 29, 2016 financial statements.
BOLKOWY / GILCHRIST / CARRIED

15. Personnel and Administration Committee

Discussion: In February, the Board questioned whether or not a mandate statement was required and decided that it was unnecessary as the mandate is legislated and assigned to us by the City of Red Deer. Furthermore, our vision and mission is very comprehensive so the mandate statement is redundant. It was noticed by Jim that he included (CAC) after mention of the Community Advisory Committee in the Introduction of the Plan of Service document (page 2) but did not use that short form again. Jim recommended for it to be removed.

MOTION: That the mandate be removed from the Plan of Service, Board Policy, RDPL website, City of Red Deer website and any other documents or sites that it currently appears.
THOMAS / AMMETER / CARRIED

MOTION: To accept the Plan of Service as amended.
HANDLEY / THOMAS / CARRIED

Discussion regarding the Terms and Conditions of Employment for Out of Scope Employees arose after both the Personnel and Administration Committee and the Planning and Finance Committee had the opportunity to review it. Several suggestions were made regarding the wording of the document.

- 10.03 should refer only to Schedule A. Should read: “Out of Scope Employees will receive annual salary adjustments as set out in Schedule A.”

- Ensure that “exempt” is removed and replaced with “out of scope” throughout the document as there are some inconsistencies for example: schedule A still reads as exempt staff.
- 32.03 – Discussion regarding concerns that there is no appeal to the Board but recognize that an appeal process would enable employees to bypass the CEO and go directly to the Board with their concerns. By ensuring there is communication between the Board and the CEO regarding all disputes (the CEO must inform the board of all situations), employees can be assured that the CEO is making good decisions regarding staffing situations and the CEO can be assured that they are involved in disputes. To be left as is.
- 9.06 – Clarification of the meaning of the statement. Does not mean that no reduction can take place, the grid is mandated and can be adjusted as needed.
- 12.03 – discussion and clarification of benefits provided by Christina.
- 12.05 - discussion and clarification of benefits provided by Christina.

MOTION: To approve the long service, benefits and salary grid of the Terms and Conditions of Employment for Out of Scope Library Employees agreement.
BOLKOWY / GILBERTSON / CARRIED

Strategic Discussion and Board Development

There were no topics raised for discussion, due to the earlier discussion on mandate and mission.

Adjournment

Verda Lee made a motion to adjourn at 6:48 p.m.

Society of the Friends of the Red Deer Public Library
April 2016 Report to the RDPL Board

Let's Talk About the Arts:

Rosemary Griebel, Poet, and Service Design Lead for Readers at Calgary Public Library, presented **Why Poetry Matters** on April 13. This fascinating presentation was thoroughly appreciated by the group of 37 people who attended. Some people came from Elnora because they are interested in starting a Friends group and wanted to learn what our Friends group are doing. The Library Board chair and Friends Board chair came from Sundre (they had connections to our speaker) and we understand they are now interested in implementing a similar series there.

The Friends were very pleased to be awarded a 2016 Community Culture Development grant of \$598 a year for three years to help establish this lecture series. The grant will help defray some costs and allow the Friends to expand advertising.

The 2016-2017 Let's Talk About the Arts lecture series has been planned and details are being finalized. The Friends have decided to continue with three lectures a year at this time. The next series will include:

- Fall, 2016: Jason Frizzell, Dean, School of Creative Arts, RDC, will speak on **What Makes That Art?** on October 4.
- Winter, 2017: Lori Lane will talk about **Going Behind the Scenes** in the performing arts on February 8.
- Spring, 2017: Jenna Butler, Instructor, RDC, will talk about **Creative Writing and the Environment** (a more precise topic will be determined).

Books on the Bus:

The Friends recently donated four boxes of soft cover books for the Books on the Bus pilot project.

Anita Thomas
RDPL Board Liaison to the Friends
April 14, 2016

CEO's Report, March 2016

Being Green in Red Deer: recognition for the Home Energy Audit Kits

RDPL's unique collection got a marketing shot in the arm when CBC Edmonton covered a story about Edmonton Public Library's launch of a similar collection. RDPL assisted with EPL staff's research by inter-library lending an RDPL kit. In March, we received the latest Alberta Reviews magazine (April, 2016) which featured a story on "Being Green", mentioning that RDPL lends a home energy audit kit (pg. 54) pointing out our unique partnership with the City of Red Deer's "Green Deer" initiative. It's nice to be noticed!

DO-IT-YOURSELF HOME ENERGY AUDITS

Red Deer helps its residents improve their own energy efficiency by making Home Energy Audit kits available on loan from the Red Deer Public Library or Red Deer College Library. The kits include an electricity usage monitor to measure how much electricity is used by various electronic devices; a mini infrared thermometer to help identify places in the home that would benefit from weatherproofing and insulation; and a wireless energy monitor that provides real-time information on home energy consumption and cost.

MULTI-FACILITY RETROFIT

In 2014, Red Deer retrofitted five community recreation centres and arenas to reduce energy consumption. The changes ranged

The chart below shows the use of our Home Energy Audit kits since inception.

Year	# of checkouts
2011	32
2012	14
2013	33
2014	21
2015	18

In June, 2015, a Forward Looking InfaRed (FLIR) thermal camera was added to the kit for library card-holders to borrow. It is used to identify heat loss so that this can be remedied. The FLIR circulated 5 times in 2015.

Living the Plan Visit a Welcoming Space: Red Deer's Downtown Branch

Taking advantage of the closed days over Easter, a major cleaning of the marmoleum flooring on Level 4 took place, including the high traffic areas around the public access computer workstations. Because this is a high traffic area, it's difficult to arrange regular cleaning but essential that thorough cleaning occurs occasionally to maintain the area. It was no small feat to coordinate the work so that the public was minimally affected, the computer equipment moved securely and the area cleared to allow the cleaning contractors to work. Cory Stier, Deputy CEO, Jannie Ypma, Executive Assistant, Briana Ehnes, Adult Services and Nicole Charles, Information Technology Librarian worked together to get the cleaning done.

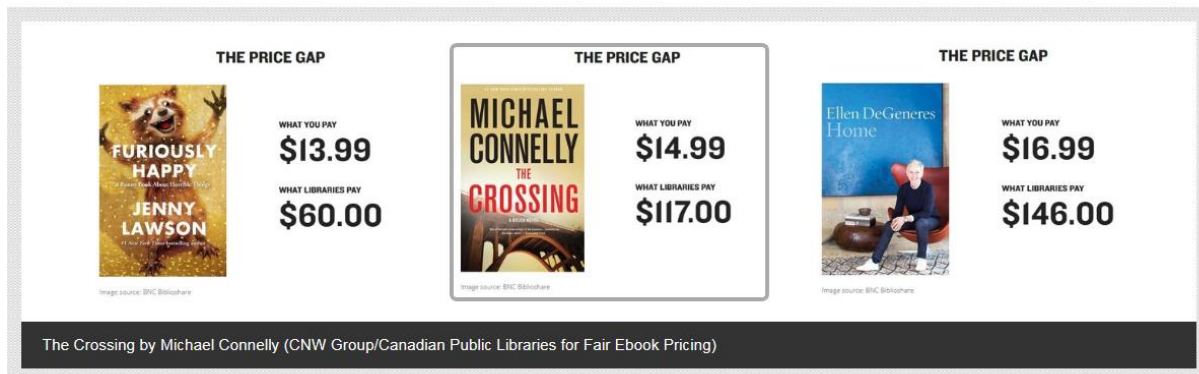
For many Downtown Library visitors, seeing the blue uniform of the Corps of Commissionaires (COC), the Library's security contractors, reassures them that the library is safe, as well as welcoming place. Recently, one of the Library's COC contractors, Pamela Ayotte, was awarded a Medal for Exemplary Service from the Corps of Commissionaires for an incident that she capably handled at the Library in February. Pam ably assisted a customer experiencing

a medical emergency. She not only provided First Aid and called 911, which likely saved the person's life, but was also able to close the Library on schedule, assisted by Library staff working together on Monday night. It was an unfortunate incident, but thanks to Pam's quick and effective response, the person involved received the medical care needed in time. Cory Stier recommended that Pam's fine work be brought to the attention of the COC, who responded with a deserving commendation for Pam. We are fortunate to have well trained, professional and quick-thinking security contractors at Red Deer Public Library, who also work well with the public and staff.

Advocating for Fair Ebook Pricing

Through our membership in Canadian Urban Library Council (CULC), RDPL has a voice in the coalition of Canadian libraries working to draw attention to overpriced Ebooks. The coalition launched the "FairEbookPrices" campaign last year to raise public and federal government awareness on the cost of Ebooks to libraries, the lack of unified pricing and licensing and use term variations that restrict our customers' access to Ebooks. For example, publishers such as Random House and Hachette sell their Ebooks with a perpetual license (good) while others provide a limited license, requiring libraries to re-purchase after 1 or 2 years or, the case of HarperCollins, after 26 loans (not good). Random House made this change only in January.

Prices vary vastly for new titles (those less than 12 months old) which are often priced at twice or thrice, the hardcover price for libraries while the same titles are offered directly to consumers at a deeply discounted rate. The graph below is a sampling of the variations:



Word of the FairBookPrices campaign is spreading. CBC ran a national story last June and in March, 2016, the coalition launched a Twitter campaign that garnering thousands of Tweets from authors, book lovers, readers and library staff right across Canada.

RDPL by the Numbers: March, 2016

Our first quarter results are positive overall with circulation, program attendance, reference questions, and visits (physical and virtual) all up over March 2015. Childrens materials circulation, memberships and Dawe Branch visits are a little down in comparison to last year, likely affected by the timing of Spring Break in the last week of March and the extra school professional development days.

Library Statistics - March 2016

	March 2016	March 2015	% Difference	2016 YTD	2015 YTD	% Difference
CIRCULATION						
Total Circulation	83,872	78,809	6.4%	233,411	213,974	9.1%
Adult Materials	42,257	38,300	10.3%	119,560	106,102	12.7%
Paperback	1,743	2,181	-20.1%	5335	5,606	-4.8%
Fiction	5,489	5,248	4.6%	15095	14,667	2.9%
Non-Fiction	5,792	3,630	59.6%	13899	10,561	31.6%
Large Print	1,326	1,300	2.0%	3688	4,046	-8.8%
Teen	2,365	3,173	-25.5%	8339	8,435	-1.1%
Audio-visual	20,068	18,312	9.6%	58672	49,993	17.4%
Magazines	1,016	980	3.7%	2791	2,473	12.9%
Other Languages	103	12	758.3%	216	39	453.8%
Daisy CDs	57	94	-39.4%	144	176	-18.2%
eBooks	4,298	3,370	27.5%	11381	10,106	12.6%
Children's Materials	19,800	21,567	-8.2%	55,350	57,022	-2.9%
Paperback	1,490	1,687	-11.7%	4376	4,355	0.5%
Non-Fiction	1,791	1,858	-3.6%	4668	5,292	-11.8%
Other Languages	373	457	-18.4%	1005	1,099	-8.6%
Fiction	1,483	1,599	-7.3%	3843	4,169	-7.8%
Easy	7,224	8,319	-13.2%	20077	21,496	-6.6%
Audio-visual	6,204	6,647	-6.7%	18079	17,809	1.5%
Magazines + Comics	626	457	37.0%	1475	1,226	20.3%
eBooks	609	543	12.2%	1827	1,576	15.9%
Timberlands Circ	7,493	4,773	57.0%	20738	13,722	
Dawe Circulation	14,322	14,169	1.1%	37763	37,128	1.7%
Visits-Timberlands	5,542	4,488	23.5%	15005	12,566	
Downtown	24,135	18,114	33.2%	73677	52,313	40.8%
Dawe	11,762	14,549	-19.2%	37893	38,831	-2.4%
Website Visits	68,083	35,571	91.4%	217668	112,612	93.3%
Total Visits	103,980	68,234	52.4%	329,238	203,756	61.6%
Interlibrary Loans						
ILL In	371	358	3.6%	1197	987	21.3%
ILL Out	254	231	10.0%	748	709	5.5%
Total	625	589	6.1%	1,945	1,696	14.7%
New Memberships	639	791	-19.2%	1928	2,254	-14.5%
Renewals	164	171	-4.1%	492	487	1.0%
Total	803	962	-16.5%	2,420	2,741	-11.7%

	Mar 2016	Mar 2015	% Difference	2016 YTD	2015 YTD	% Difference
REFERENCE						
Adult Total	7,901	5,452	44.9%	21,245	15,644	35.8%
Juv Total	2,051	1,796	14.2%	5725	5,230	9.5%
Timberlands Total	679	447	0	2413	1,235	0
Dawe Total	1,337	885	51.1%	2601	2,545	2.2%
Total Ref						
Questions	11,968	8,580	39.5%	31,984	24,654	29.7%
Database Queries	2,042	1,568	30.2%	5604	9,735	-42.4%
Total Questions	14,010	10,148	38.1%	37,588	34,389	9.3%
PROGRAMS						
Adult Programs	16	26		28	52	
Attendance	281	200		682	567	
Youth Programs	52	47		133	142	
Attendance	1362	1135		3519	3,314	
TL Programs	96	67	0	294	234	
Dawe Programs *	100	71		295	197	
Attendance	2116	1563		5537	4,157	
TL Attendance	2,077	1,425		6256	4,987	
Library Programs	264	211	25.1%	750	625	20.0%
Attendance	5,836	4,323	35.0%	15,994	13,025	22.8%
VOLUNTEER HOURS						
Friends	47	75		99	153	
Library *	697	628		2473	1,870	
Library Board	33	52		143	162	
Total	777	755	2.9%	2,715	2,185	24.3%
PUBLIC INTERNET						
Timberlands	327	249		962	672	
Adult Sessions	2,937	2,741		8192	7,968	
Youth Sessions	318	255		936	671	
Dawe Sessions	1,208	1510		3347	3,566	
Total Sessions	4,790	4,755	0.7%	13,437	12,877	4.3%
* Includes						
Adult Literacy						
Stats						
Tutors	111	106	4.7%			
Hours	627	553	13.4%	1985	1,684	17.9%
Students	149	131	13.7%			
Hours	596	597	-0.2%	1884	1,525	23.5%

Red Deer Public Library Managers Reports, March, 2016

A. Learning and Literacy

- Social Media Crash Course sessions offered to staff by Ben Smeets, Digital Literacy Coordinator (DLC) were very popular this month. A few of the staff that attended have even joined the Twittersphere themselves. This is a great way to get library staff more interested in using their own devices, and also more confident in answering customer questions that might come up at the desk.
- Amy Desjarlais, Teen Services Manager, spent two mornings at St. Francis of Assisi Middle School teaching the grade 6-9 students how to find and use Bibliocommons and all of RDPL's online offerings.
- We are so excited to get our new Summer Reading Club (SRC) up and running this year, and thanks to the efforts of many, but particularly Nicole Charles, IT Manager, we have a new Bibliocommons summer reading site. The Summer Reading Club is moving to online tracking this year, following the examples of many North American libraries, gamifying the program and making it accessible to many. We will still have programs in the branches, as well as book prize incentives to keep children coming in to the library. A big thank you goes to the Friends of the Red Deer Public Library who have increased their funding to the SRC to make this online program possible. The site will go live on June 1, so children can start their summer reading before school ends.

B. Access and Inclusion

- Kim Whiting, Adult Services Library Assistant, and Ben Smeets (DLC) met with a visually impaired library customer and his assistant to discuss access to eAudiobooks. This was a very informative meeting for all parties as we discussed how we can overcome barriers to access, and how our digital resources complement those provided by the Center for Equitable Library Access (CELA).
- Amy Desjarlais met with two visually impaired students and Special Education teachers for an Overdrive instruction session in which each participant learned to navigate Overdrive's settings to make eBook text more accessible.
- Reading Tails is up and running again after a brief hiatus where we re-grouped after Laural Grimes retired. Deb Isbister has a new crop of both therapy dogs and children paired for reading sessions in April. We are excited to have the Red Deer and District Society for the Prevention of Cruelty to Animals (SPCA) on board as our Reading Tails partner.

C. Community

- Tatiana Tilly, Dawe Branch Manager, and Ben Smeets (DLC) both represented the Library at the Eco-Living Fair where they staffed a reading table featuring some of the library's excellent DIY resources as part of the Repair Café. This was a great

opportunity for outreach and to meet with and talk up the library to fair-goers who were particularly impressed by our FLIR cameras and Home Efficiency Kits.

- One outcome of RDPL's presence at the Central Alberta Teacher's Convention was a new relationship with Normandeau Elementary School. A tour of 25 Pre-K and 60 Grade 6 students visited the downtown branch in March for Children's and mezz tours and programs. Many of the grade 6 students received new teen cards after registering during the visit.
- The Teacher's Convention also brought about a strengthened relationship between Father Henri Voisin School and the Timberlands Branch. We had over 60 grade ones visit the Timberlands Branch in March for a tour and "local wildlife" themed storytime to go with their unit of study. Candice Putnam, Timberlands Branch Manager, pulled together a huge display of local wildlife books from all three branches for the teachers to borrow, which was "an amazing addition to [their] project." In addition, a group of Kindergarteners from the same school visited the following week, and one more group of Kindergarteners is scheduled to visit in April. Most students received library cards during their visit as well. This same group is doing their own "Trail Tales" program, using our model, at Kerry Wood Nature Centre which initiated this whole project. What a great community partner!
- A new cosponsored program between RDPL and Canadian Mental Health Association (CMHA) kicked off in March. The program, Wellness Recovery Action Planning (WRAP), is an eight week course providing the opportunity for participants to explore their own personal recovery goals and develop strategies to promote higher levels of wellness, stability and quality of life. This course is "Family WRAP," and is geared toward families with teens 14 and over.
- The Youth Services Department is ramping up outreach programming. Outreach is a great way to raise awareness of our services here at the branches and we are spreading the gospel of literacy to many new partners including the CAIWA Hippy program where Rachele programmed to over 75 immigrant families at Sacred Heart Church, Deb and Karen programmed to Mountview Kindercare and Premier Cheer Academy Playschool and Johnstone Daycare. Library memberships were provided at some, and we will also be partnering with Member Services to do library cards to Kindergarten Here I Come and at St. Martin's School for their Parent-Teacher Conferences / Book Fair.

D. Relationships

- Deputy CEO Cory Stier met with fellow members of The Alberta Library Licensing Committee at TAL headquarters on March 21, 2016 to discuss issues relating to the licensing of electronic resources. As per The Alberta Library website:
"The Alberta Library negotiates and administers consortial licensing agreements on behalf of its member libraries so that Albertans can enjoy seamless access to comprehensive, high quality digital resources. Through the Licensing Program, TAL member libraries are able to

offer library users a broad range of digital resources including newspapers, magazines, scholarly journals, e-books, readers advisory, encyclopedias, dictionaries, 'how to' databases and more." (www.thealbertalibrary.ab.ca)

In addition to providing access to a wide variety of licensed materials to the public, licensing through The Alberta Library results in direct cost savings for members through volume discounts on subscriptions. TAL also takes care of a lot of the legwork surrounding the trial and exploration of new licensed products, as well as coordinates subscriptions and renewals of products with vendors on behalf of members. This results in a substantial savings in terms of both time and financial cost for member libraries. There is also value in the comparative offering approach that TAL uses so that we see what other libraries are interested in, in case we want to follow up. Finally, it is invaluable to have access to the expertise of a Licensing Librarian who negotiates licenses and is conversant in licensing trends, beyond Alberta through her association with Consortia Canada.

E. Fun

- Ben Smeets (DLC) met with Amy Desjarlais, Teen Services Manager, and Jessica Dinan, Teen Services Library Assistant, to brainstorm Arduino programming applications. It sounds like an Arduino Club for teens may be on the way!
- Some new learning tools have emerged from testing to be showcased and demonstrated by the kids at École Barrie Wilson during their Student Led Conferences this month. Feedback about the Lego Wedo and the Cubelets was overwhelmingly positive from the students, staff and parents alike.

F. The Arts

- The Timberlands Branch was thrilled to host children's science author Joan Marie Galat over spring break (pictured below). She delivered an exciting, engaging program on the mysteries of the night sky, used storytelling to share ancient myths, taught the audience how to find constellations, and shared lots of interesting facts about astronomy. The program was made possible with financial assistance from The Canada Council for the Arts (through the Writers' Union of Canada).

